

# PATENT COOPERATION TREATY

## PCT

### INTERNATIONAL SEARCH REPORT

(PCT Article 18 and Rules 43 and 44)

Applicant's or agent's file reference 616769-8	<div style="display: flex; justify-content: space-between;"> <div>FOR FURTHER ACTION</div> <div>see Notification of Transmittal of International Search Report (Form PCT/ISA/220) as well as, where applicable, item 5 below.</div> </div>	
International application No. PCT/US98/22051	International filing date (day/month/year) 19 OCTOBER 1998	(Earliest) Priority Date NONE
Applicant ASPECT TELECOMMUNICATIONS CORPORATION		

This international search report has been prepared by this International Searching Authority and is transmitted to the applicant according to Article 18. A copy is being transmitted to the International Bureau.

This international search report consists of a total of 3 sheets.

☒ It is also accompanied by a copy of each prior art document cited in this report.

1. ☐ Certain claims were found unsearchable (See Box I).
2. ☐ Unity of invention is lacking (See Box II).
3. ☐ The international application contains disclosure of a nucleotide and/or amino acid sequence listing and the international search was carried out on the basis of the sequence listing
 

☐ filed with the international application.  
☐ furnished by the applicant separately from the international application,  

☐ but not accompanied by a statement to the effect that it did not include matter going beyond the disclosure in the international application as filed.

☐ transcribed by this Authority.
4. With regard to the title,
 

☒ the text is approved as submitted by the applicant.  
☐ the text has been established by this Authority to read as follows:
5. With regard to the abstract,
 

☐ the text is approved as submitted by the applicant.  
☒ the text has been established, according to Rule 38.2(b), by this Authority as it appears in Box III. The applicant may, within one month from the date of mailing of this international search report, submit comments to this Authority.
6. The figure of the drawings to be published with the abstract is:
 

Figure No. 1

☐ as suggested by the applicant.  
☒ because the applicant failed to suggest a figure.  
☐ because this figure better characterizes the invention.

☐ None of the figures.

**INTERNATIONAL SEARCH REPORT****International application No.  
PCT/US98/22051****Box III TEXT OF THE ABSTRACT (Continuation of Item 5 of the first sheet)**

A method of and apparatus for providing telecommunication services to a user (10) is disclosed. When the user (10) is engaged in a first telephone call via a telephone switch (20) with a first caller (11), and a second caller (12) attempts to place a second telephone call to the user (10) via the telephone switch (20), the method and apparatus advise the second caller (12) that the user (10) is engaged in a telephone conversation and allow the second caller (12) to determine whether to interrupt the user (10) or choose another alternative. The user (10) can then decide whether to accept the second telephone call from the second caller (12), putting the first caller (11) on hold, or to refuse the second telephone call. An alternative embodiment is disclosed where the user (10) is advised of the identity of the second caller (12), and then the user (10) can decide whether to accept or deny the second telephone call from the second caller (12). If the second telephone call from the second caller (12) is denied, the second caller (12) is transferred to a message center. Another alternative embodiment enables the user (10) to previously authorize certain callers to interrupt a current call with a new call.

# INTERNATIONAL SEARCH REPORT

International application No.  
PCT/US98/22051

## A. CLASSIFICATION OF SUBJECT MATTER

IPC(6) : H04M 3/42

US CL : 379/215

According to International Patent Classification (IPC) or to both national classification and IPC

## B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

U.S. : 379/215, 88.19, 88.20, 88.21, 93.35

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched  
NONE

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)  
APS

## C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X,P	US 5,809,128 A (MCMULLIN) 15 September 1998, see abstract.	1-19
X,P	US 5,784,448 A (YAKER) 21 July 1998, see abstract and FIGs. 1-7.	1-19
X	US 5,007,076 A (BLAKLEY) 09 April 1991, see abstract and FIGs. 1-17.	1-19
X	US 5,309,512 A (BLACKMON et al) 03 May 1994, see abstract.	1-19
X,P	US 5,805,587 A (NORRIS et al) 08 September 1998, see abstract.	1-19

☐ Further documents are listed in the continuation of Box C.

☐ See patent family annex.

\* Special categories of cited documents:

\*A\* document defining the general state of the art which is not considered to be of particular relevance

\*B\* earlier document published on or after the international filing date

\*L\* document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)

\*O\* document referring to an oral disclosure, use, exhibition or other means

\*P\* document published prior to the international filing date but later than the priority date claimed

\*T\*

later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention

\*X\*

document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone

\*Y\*

document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art

\*A\*

document member of the same patent family

Date of the actual completion of the international search

23 DECEMBER 1998

Date of mailing of the international search report

07 APR 1999

Name and mailing address of the ISA/US  
Commissioner of Patents and Trademarks

Box PCT  
Washington, D.C. 20231

Facsimile No. (703) 305-3230

Authorized officer

SCOTT WOLINSKY

*James A. Matthews*

Telephone No. (703) 308-6731

# ATENT COOPERATION TREATY

## PCT

### NOTIFICATION REGARDING THE CONFIRMATION OF PRECAUTIONARY DESIGNATIONS

(PCT Rule 24.2(a), last sentence)

From the INTERNATIONAL BUREAU

To:

BOLING, William, C.  
Ladas & Parry  
Suite 2100  
5670 Wilshire Boulevard  
Los Angeles, CA 90036-5679  
ETATS-UNIS D'AMERIQUE

Date of mailing ( <i>day/month/year</i> ) 06 April 2001 (06.04.01)		
Applicant's or agent's file reference 616769-8		IMPORTANT NOTIFICATION
International application No. PCT/US98/22051	International filing date ( <i>day/month/year</i> ) 19 October 1998 (19.10.98)	
Priority date ( <i>day/month/year</i> )		
Applicant ASPECT COMMUNICATIONS CORPORATION		

- The applicant is hereby notified that, pursuant to the confirmation of precautionary designations, the following designated Offices will also be notified of the receipt of the record copy by the International Bureau:

List of designated Offices :

National: US

Name(s) of applicant(s) for  
the designated States concerned : EPLER, Frederick, A.  
FULLER, Robert, M.  
KRANZLER, Daniel, R.  
BLANCHARD, John, T.

- This notification complements the Notification of Receipt of Record Copy (Form PCT/IB/301).
- The applicant is reminded that:
  - the data appearing above, and especially the (list of) designation(s) should be carefully checked;
  - the time limits for entering the national phase in the designated Offices must be monitored by the applicant (see the Annex to Form PCT/IB/301).
- A copy of this notification is being sent to the receiving Office.

# PATENT COOPERATION TREATY

From the INTERNATIONAL BUREAU

**PCT**

## NOTIFICATION OF ELECTION

(PCT Rule 61.2)

To:

Commissioner  
US Department of Commerce  
United States Patent and Trademark  
Office, PCT  
2011 South Clark Place Room  
CP2/5C24  
Arlington, VA 22202  
ETATS-UNIS D'AMERIQUE  
in its capacity as elected Office

<b>Date of mailing (day/month/year)</b> 06 April 2001 (06.04.01)	
<b>International application No.</b> PCT/US98/22051	<b>Applicant's or agent's file reference</b> 616769-8
<b>International filing date (day/month/year)</b> 19 October 1998 (19.10.98)	<b>Priority date (day/month/year)</b>
<b>Applicant</b> ASPECT COMMUNICATIONS CORPORATION	

1. The designated Office is hereby notified of its election made:

☒ in the demand filed with the International Preliminary Examining Authority on:  
16 May 2000 (16.05.00)

☐ in a notice effecting later election filed with the International Bureau on:  
\_\_\_\_\_

2. The election ☒ was  
☐ was not

made before the expiration of 19 months from the priority date or, where Rule 32 applies, within the time limit under Rule 32.2(b).

<p>The International Bureau of WIPO 34, chemin des Colombettes 1211 Geneva 20, Switzerland</p> <p>Facsimile No.: (41-22) 740.14.35</p>	<p>Authorized officer Peggy Steunenberg</p> <p>Telephone No.: (41-22) 338.83.38</p>
--	---

## F I L E N T C O O P E R A T I O N T R E A T Y

PCT

NOTIFICATION TO THE DESIGNATED OFFICE  
OF RECEIPT OF RECORD COPY

(PCT Administrative Instructions, Section 426)

From the INTERNATIONAL BUREAU

To:

Commissioner  
US Department of Commerce  
United States Patent and Trademark  
Office, PCT  
2011 South Clark Place Room  
CP2/5C24  
Arlington, VA 22202  
ETATS-UNIS D'AMERIQUE

in its capacity as designated Office

Date of mailing (day/month/year)

06 April 2001 (06.04.01)

Applicant's or agent's file reference

616769-8

The designated Office is hereby notified that the International Bureau has received the record copy of the international application identified below:

Applicant(s):

International application No. : PCT/US98/22051  
International filing date : 19 October 1998 (19.10.98)  
Priority date(s) claimed :  
Date of receipt of the record copy  
by the International Bureau : 27 November 1998 (27.11.98)

The International Bureau of WIPO  
34, chemin des Colombettes  
1211 Geneva 20, Switzerland

Facsimile No.: (41-22) 740.14.35

Authorized officer

Peggy Steunenbergh

Telephone No.: (41-22) 338.83.38

## PCT

## NOTICE OF CONFIRMATION OF PRECAUTIONARY DESIGNATIONS

(to be filed with the receiving Office)

(PCT Rules 4.9(c) and 15.5)

Applicant's or agent's file reference 616769-8	International filing date (day/month/year) 19 October 1998
International application No. PCT/US98/22051	(Earliest) Priority date (day/month/year) 19 October 1998
Applicant ASPECT TELECOMMUNICATIONS CORPORATION	

1. The applicant hereby confirms the following designations made under Rule 4.9(b):

Name of State (specify if a regional patent and/or another kind of protection or treatment is/are desired)

Name of Applicant(s) for that State

United States of America (US)

EPLER, Frederick A.  
FULLER, Robert M.  
KRANZLER, Daniel R.  
BLANCHARD, John T.

2. Prescribed fees (Applicants from certain States are entitled to a reduction of 75% of the designation fee and the confirmation fee. Where the applicant is (or all applicants are) so entitled, the total to be entered in the TOTAL box is 25% of the sum of the amounts entered at D and C. See Notes to the Fee Calculation Sheet as annexed to the Request Form, PCT/RO/101, for details.)

1 x 105.00 = 105.00 ☐ D

Number of designations confirmed Amount of designation fee Total designation fee

Confirmation fee = 50% of the above total + 52.50 ☐ C

Total fees payable =

157.50

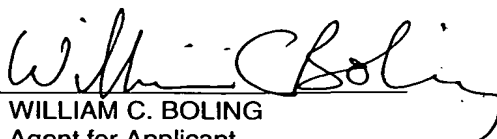
TOTAL

Mode of payment (payment must accompany this notice):

☐ authorization to charge deposit account (see below)☐ bank draft☐ coupons☒ cheque☐ cash☐ other (specify):☐ postal money order☐ revenue stamps

for receiving Office use only

3. Signature of applicant or agent

  
 WILLIAM C. BOLING  
 Agent for Applicant

## Deposit account authorization

The RO/ US



is hereby authorized to charge the total fees indicated above to my deposit account.



is hereby authorized to charge any deficiency or credit any overpayment in the total fees indicated above to my deposit account.

12-0415

23 November 1999

Deposit Account Number

Date (day/month/year)

Signature

# PATENT COOPERATION TREATY

## PCT

### INTERNATIONAL PRELIMINARY EXAMINATION REPORT

(PCT Article 36 and Rule 70)

Applicant's or agent's file reference <b>616769-8</b>	<b>FOR FURTHER ACTION</b> See Notification of Transmittal of International Preliminary Examination Report (Form PCT/IPEA/416)	
International application No. <b>PCT/US98/22051</b>	International filing date ( <i>day/month/year</i> ) <b>19 OCTOBER 1998</b>	Priority date ( <i>day/month/year</i> ) <b>NONE</b>
International Patent Classification (IPC) or national classification and IPC <b>IPC(7): H04M 3/42 and US Cl.: 379/215</b>		
Applicant <b>ASPECT COMMUNICATIONS CORPORATION</b>		

1. This international preliminary examination report has been prepared by this International Preliminary Examining Authority and is transmitted to the applicant according to Article 36.
2. This REPORT consists of a total of 3 sheets.
- ☐ This report is also accompanied by ANNEXES, i.e., sheets of the description, claims and/or drawings which have been amended and are the basis for this report and/or sheets containing rectifications made before this Authority. (see Rule 70.16 and Section 607 of the Administrative Instructions under the PCT).
- These annexes consist of a total of 0 sheets.

3. This report contains indications relating to the following items:

- I ☒ Basis of the report
- II ☐ Priority
- III ☐ Non-establishment of report with regard to novelty, inventive step or industrial applicability
- IV ☐ Lack of unity of invention
- V ☒ Reasoned statement under Article 35(2) with regard to novelty, inventive step or industrial applicability; citations and explanations supporting such statement
- VI ☐ Certain documents cited
- VII ☐ Certain defects in the international application
- VIII ☐ Certain observations on the international application

Date of submission of the demand  <b>16 MAY 2000</b>	Date of completion of this report  <b>08 AUGUST 2000</b>
Name and mailing address of the IPEA/US Commissioner of Patents and Trademarks Box PCT Washington, D.C. 20231	Authorized officer  <b>CREIGHTON SMITH</b> <i>James R. Matthews</i>
Facsimile No. (703) 305-3230	Telephone No. (703) 308-2488



## INTERNATIONAL PRELIMINARY EXAMINATION REPORT

International application No.

PCT/US98/22051

**I. Basis of the report****1. With regard to the elements of the international application:\***☒ the international application as originally filed☒ the description:pages 1-22 , as originally filedpages NONE , filed with the demandpages NONE , filed with the letter of \_\_\_\_\_☒ the claims:pages 23-25 , as originally filedpages NONE , as amended (together with any statement) under Article 19pages NONE , filed with the demandpages NONE , filed with the letter of \_\_\_\_\_☒ the drawings:pages 1-12 , as originally filedpages NONE , filed with the demandpages NONE , filed with the letter of \_\_\_\_\_☒ the sequence listing part of the description:pages NONE , as originally filedpages NONE , filed with the demandpages NONE , filed with the letter of \_\_\_\_\_**2. With regard to the language, all the elements marked above were available or furnished to this Authority in the language in which the international application was filed, unless otherwise indicated under this item.**

These elements were available or furnished to this Authority in the following language \_\_\_\_\_ which is:

☐ the language of a translation furnished for the purposes of international search (under Rule 23.1(b)).☐ the language of publication of the international application (under Rule 48.3(b)).☐ the language of the translation furnished for the purposes of international preliminary examination (under Rules 55.2 and/or 55.3).**3. With regard to any nucleotide and/or amino acid sequence disclosed in the international application, the international preliminary examination was carried out on the basis of the sequence listing:**☐ contained in the international application in printed form.☐ filed together with the international application in computer readable form.☐ furnished subsequently to this Authority in written form.☐ furnished subsequently to this Authority in computer readable form.☐ The statement that the subsequently furnished written sequence listing does not go beyond the disclosure in the international application as filed has been furnished.☐ The statement that the information recorded in computer readable form is identical to the written sequence listing has been furnished.**4. ☒ The amendments have resulted in the cancellation of:**☒ the description, pages none☒ the claims, Nos. none☒ the drawings, sheets/fig none**5. ☐ This report has been drawn as if (some of) the amendments had not been made, since they have been considered to go beyond the disclosure as filed, as indicated in the Supplemental Box (Rule 70.2(c)).\*\***

\* Replacement sheets which have been furnished to the receiving Office in response to an invitation under Article 14 are referred to in this report as "originally filed" and are not annexed to this report since they do not contain amendments (Rules 70.16 and 70.17).

\*\*Any replacement sheet containing such amendments must be referred to under item 1 and annexed to this report.

## INTERNATIONAL PRELIMINARY EXAMINATION REPORT

International application No.

PCT/US98/22051

**V. Reasoned statement under Article 35(2) with regard to novelty, inventive step or industrial applicability; citations and explanations supporting such statement****1. statement**

Novelty (N)	Claims <u>1-19</u>	YES
	Claims <u>NONE</u>	NO
Inventive Step (IS)	Claims <u>1-19</u>	YES
	Claims <u>NONE</u>	NO
Industrial Applicability (IA)	Claims <u>1-19</u>	YES
	Claims <u>NONE</u>	NO

**2. citations and explanations (Rule 70.7)**

Claims 1-19 meet the criteria set out in PCT Article 33(2)-(4) because the prior art fails to teach applicant's method of claim

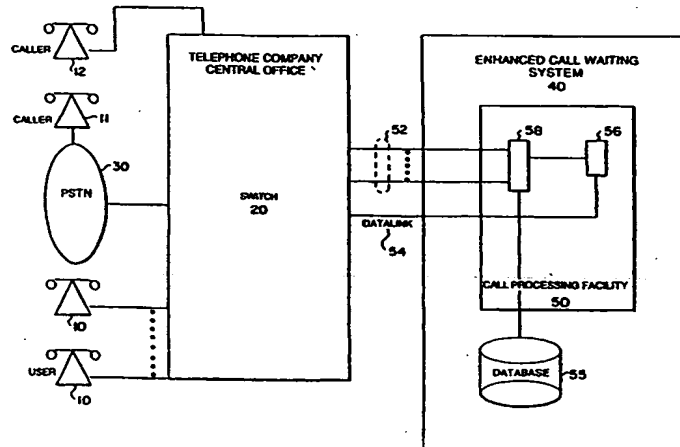
1.

----- NEW CITATIONS -----  
NONE

**PCT**WORLD INTELLECTUAL PROPERTY ORGANIZATION  
International Bureau

## INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

<b>(51) International Patent Classification 6 :</b> <b>H04M 3/42</b>	<b>A1</b>	<b>(11) International Publication Number:</b> <b>WO 00/24183</b> <b>(43) International Publication Date:</b> 27 April 2000 (27.04.00)
<b>(21) International Application Number:</b> PCT/US98/22051 <b>(22) International Filing Date:</b> 19 October 1998 (19.10.98) <b>(71) Applicant:</b> ASPECT TELECOMMUNICATIONS CORPORATION [US/US]; 1730 Fox Drive, San Jose, CA 95131-2312 (US). <b>(72) Inventors:</b> LEPLER, Fredrick, A.; 16125 255th Avenue S.E., Issaquah, WA 98027 (US); FULLER, Robert, M.; 2624 260th Place, S.E., Issaquah, WA 98027 (US); KRANZLER, Daniel, R.; 14040 N.E. 6th Place, Bellevue, WA 98007 (US); BLANCHARD, John, T.; 9004 Inverness Drive N.E., Seattle, WA 98115 (US). <b>(74) Agents:</b> BOLING, William, C. et al.; Ladas & Parry, Suite 2100, 5670 Wilshire Boulevard, Los Angeles, CA 90036-5679 (US).		<b>(81) Designated States:</b> AU, CA, JP, KR, SG, European patent (AT, BE, CH, CY, DE, DK, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE). Published With international search report.

**(54) Title:** ENHANCED CALL WAITING**(57) Abstract**

A method of and apparatus for providing telecommunication services to a user (10) is disclosed. When the user (10) is engaged in a first telephone call via a telephone switch (20) with a first caller (11), and a second caller (12) attempts to place a second telephone call to the user (10) via the telephone switch (20), the method and apparatus advise the second caller (12) that the user (10) is engaged in a telephone conversation and allow the second caller (12) to determine whether to interrupt the user (10) or choose another alternative. The user (10) can then decide whether to accept the second telephone call from the second caller (12), putting the first caller (11) on hold, or to refuse the second telephone call. An alternative embodiment is disclosed where the user (10) is advised of the identity of the second caller (12), and then the user (10) can decide whether to accept or deny the second telephone call from the second caller (12). If the second telephone call from the second caller (12) is denied, the second caller (12) is transferred to a message center. Another alternative embodiment enables the user (10) to previously authorize certain callers to interrupt a current call with a new call.

**FOR THE PURPOSES OF INFORMATION ONLY**

Codes used to identify States party to the PCT on the front pages of pamphlets publishing international applications under the PCT.

AL	Albania	ES	Spain	LS	Lesotho	SI	Slovenia
AM	Armenia	FI	Finland	LT	Lithuania	SK	Slovakia
AT	Austria	FR	France	LU	Luxembourg	SN	Senegal
AU	Australia	GA	Gabon	LV	Latvia	SZ	Swaziland
AZ	Azerbaijan	GB	United Kingdom	MC	Monaco	TD	Chad
BA	Bosnia and Herzegovina	GE	Georgia	MD	Republic of Moldova	TG	Togo
BB	Barbados	GH	Ghana	MG	Madagascar	TJ	Tajikistan
BE	Belgium	GN	Guinea	MK	The former Yugoslav	TM	Turkmenistan
BF	Burkina Faso	GR	Greece		Republic of Macedonia	TR	Turkey
BG	Bulgaria	HU	Hungary	ML	Mali	TT	Trinidad and Tobago
BJ	Benin	IE	Ireland	MN	Mongolia	UA	Ukraine
BR	Brazil	IL	Israel	MR	Mauritania	UG	Uganda
BY	Belarus	IS	Iceland	MW	Malawi	US	United States of America
CA	Canada	IT	Italy	MX	Mexico	UZ	Uzbekistan
CF	Central African Republic	JP	Japan	NE	Niger	VN	Viet Nam
CG	Congo	KE	Kenya	NL	Netherlands	YU	Yugoslavia
CH	Switzerland	KG	Kyrgyzstan	NO	Norway	ZW	Zimbabwe
CI	Côte d'Ivoire	KP	Democratic People's	NZ	New Zealand		
CM	Cameroon		Republic of Korea	PL	Poland		
CN	China	KR	Republic of Korea	PT	Portugal		
CU	Cuba	KZ	Kazakstan	RO	Romania		
CZ	Czech Republic	LC	Saint Lucia	RU	Russian Federation		
DE	Germany	LI	Liechtenstein	SD	Sudan		
DK	Denmark	LK	Sri Lanka	SE	Sweden		
EE	Estonia	LR	Liberia	SG	Singapore		

## INTERNATIONAL SEARCH REPORT

International application No.

PCT/US98/22051

**A. CLASSIFICATION OF SUBJECT MATTER**

IPC(6) :H04M 3/42

US CL :379/215

According to International Patent Classification (IPC) or to both national classification and IPC

**B. FIELDS SEARCHED**

Minimum documentation searched (classification system followed by classification symbols)

U.S. : 379/215, 88.19, 88.20, 88.21, 93.35

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched  
NONEElectronic data base consulted during the international search (name of data base and, where practicable, search terms used)  
APS**C. DOCUMENTS CONSIDERED TO BE RELEVANT**

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X,P	US 5,809,128 A (MCMULLIN) 15 September 1998, see abstract.	1-19
X,P	US 5,784,448 A (YAKER) 21 July 1998, see abstract and FIGs. 1-7.	1-19
X	US 5,007,076 A (BLAKLEY) 09 April 1991, see abstract and FIGs. 1-17.	1-19
X	US 5,309,512 A (BLACKMON et al) 03 May 1994, see abstract.	1-19
X,P	US 5,805,587 A (NORRIS et al) 08 September 1998, see abstract.	1-19



Further documents are listed in the continuation of Box C.



See patent family annex.

* Special categories of cited documents:	*T*	later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention
*A* document defining the general state of the art which is not considered to be of particular relevance	*X*	document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone
*E* earlier document published on or after the international filing date	*Y*	document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art
*L* document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)	*A*	document member of the same patent family
*O* document referring to an oral disclosure, use, exhibition or other means		
*P* document published prior to the international filing date but later than the priority date claimed		

Date of the actual completion of the international search

23 DECEMBER 1998

Date of mailing of the international search report

07 APR 1999

Name and mailing address of the ISA/US  
Commissioner of Patents and Trademarks  
Box PCT  
Washington, D.C. 20231

Facsimile No. (703) 305-3230

Authorized officer

SCOTT WOLINSKY

Telephone No. (703) 308-6731

The demand must be filed directly with the competent International Preliminary Examining Authority, or, if two or more Authorities are competent, with the one chosen by the applicant. The full name or two-letter code of that Authority may be indicated by the applicant on the line below:

IPEA/ US

# PCT

## CHAPTER II

### DEMAND

under Article 31 of the Patent Cooperation Treaty:

The undersigned requests that the international application specified below be the subject of international preliminary examination according to the Patent Cooperation Treaty and hereby elects all eligible States (except where otherwise indicated).

For International Preliminary Examining Authority use only

Identification of IPEA		Date of receipt of DEMAND
<b>Box No. I IDENTIFICATION OF THE INTERNATIONAL APPLICATION</b>		Applicant's or agent's file reference 616769-8
International application No. PCT/US98/22051	International filing date (day/month/year) 19 October 1998 (19.10.98)	(Earliest) Priority date (day/month/year)
Title of invention Enhanced Call Waiting		
<b>Box No. II APPLICANT(S)</b>		
Name and address: (Family name followed by given name; for a legal entity, full official designation. The address must include postal code and name of country.)  ASPECT COMMUNICATIONS CORPORATION 1310 Ridder Park Drive San Jose, California 95131-2313 United States of America		Telephone No.:  Facsimile No.:  Teleprinter No.:
State (that is, country) of nationality: US	State (that is, country) of residence: US	
Name and address: (Family name followed by given name; for a legal entity, full official designation. The address must include postal code and name of country.)  EPLER, Frederick A. 11201 S.E. 8th Street, Suite 200 Bellevue, Washington 98004 United States of America		
State (that is, country) of nationality: US	State (that is, country) of residence: US	
Name and address: (Family name followed by given name; for a legal entity, full official designation. The address must include postal code and name of country.)  FULLER, Robert M. 2624 260th Pl. SE Issaquah, Washington 98027 United States of America		
State (that is, country) of nationality: US	State (that is, country) of residence: US	
<input checked="" type="checkbox"/> Further applicants are indicated on a continuation sheet.		

## Continuation of Box No. II APPLICANT(S)

*If none of the following sub-boxes is used, this sheet should not be included in the demand.*

Name and address: (Family name followed by given name; for a legal entity, full official designation. The address must include postal code and name of country.)

KRANZLER, Daniel R.  
14040 NE 6th Place  
Bellevue, Washington 98007  
United States of America

State (that is, country) of nationality:

US

State (that is, country) of residence:

US

Name and address: (Family name followed by given name; for a legal entity, full official designation. The address must include postal code and name of country.)

BLANCHARD, John T.  
9004 Inverness Drive NE  
Seattle, Washington 98115  
United States of America

State (that is, country) of nationality:

US

State (that is, country) of residence:

US

Name and address: (Family name followed by given name; for a legal entity, full official designation. The address must include postal code and name of country.)

State (that is, country) of nationality:

State (that is, country) of residence:

Name and address: (Family name followed by given name; for a legal entity, full official designation. The address must include postal code and name of country.)

State (that is, country) of nationality:

State (that is, country) of residence:

☐

Further applicants are indicated on another continuation sheet.

**Box No. III AGENT OR COMMON REPRESENTATIVE; OR ADDRESS FOR CORRESPONDENCE**The following person is ☒ agent ☐ common representativeand ☒ has been appointed earlier and represents the applicant(s) also for international preliminary examination.☐ is hereby appointed and any earlier appointment of (an) agent(s)/common representative is hereby revoked.☐ is hereby appointed, specifically for the procedure before the International Preliminary Examining Authority, in addition to the agent(s)/common representative appointed earlier.Name and address: *(Family name followed by given name; for a legal entity, full official designation. The address must include postal code and name of country.)*BOLING, William C.  
LADAS & PARRY  
5670 Wilshire Boulevard, Suite 2100  
Los Angeles, California 90036-5679  
United States of America

Telephone No.:

(323) 934-2300

Facsimile No.:

(323) 934-0202

Teleprinter No.:

☐ Address for correspondence: Mark this check-box where no agent or common representative is/has been appointed and the space above is used instead to indicate a special address to which correspondence should be sent.**Box No. IV BASIS FOR INTERNATIONAL PRELIMINARY EXAMINATION****Statement concerning amendments:\***

1. The applicant wishes the international preliminary examination to start on the basis of:

☒ the international application as originally filedthe description ☐ as originally filed  
☐ as amended under Article 34the claims ☐ as originally filed  
☐ as amended under Article 19 (together with any accompanying statement)  
☐ as amended under Article 34the drawings ☐ as originally filed  
☐ as amended under Article 342. ☐ The applicant wishes any amendment to the claims under Article 19 to be considered as reversed.3. ☐ The applicant wishes the start of the international preliminary examination to be postponed until the expiration of 20 months from the priority date unless the International Preliminary Examining Authority receives a copy of any amendments made under Article 19 or a notice from the applicant that he does not wish to make such amendments (Rule 69.1(d)). *(This check-box may be marked only where the time limit under Article 19 has not yet expired.)*

\* Where no check-box is marked, international preliminary examination will start on the basis of the international application as originally filed or, where a copy of amendments to the claims under Article 19 and/or amendments of the international application under Article 34 are received by the International Preliminary Examining Authority before it has begun to draw up a written opinion or the international preliminary examination report, as so amended.

**Language for the purposes of international preliminary examination: ENGLISH**☒ which is the language in which the international application was filed.☐ which is the language of a translation furnished for the purposes of international search.☐ which is the language of publication of the international application.☐ which is the language of the translation (to be) furnished for the purposes of international preliminary examination.**Box No. V ELECTION OF STATES**The applicant hereby elects all eligible States *(that is, all States which have been designated and which are bound by Chapter II of the PCT)*

excluding the following States which the applicant wishes not to elect:



**Box No. VI CHECK LIST**

The demand is accompanied by the following elements, in the language referred to in Box No. IV, for the purposes of international preliminary examination:

- |  |   |        |
|--|---|--------|
| 1. translation of international application                              | : | sheets |
| 2. amendments under Article 34   | : | sheets |
| 3. copy (or, where required, translation) of amendments under Article 19 | : | sheets |
| 4. copy (or, where required, translation) of statement under Article 19  | : | sheets |
| 5. letter  | : | sheets |
| 6. other ( <i>specify</i> )  | : | sheets |

For International Preliminary  
Examining Authority use only

received

not received

☐☐☐☐☐☐☐☐☐☐☐☐

The demand is also accompanied by the item(s) marked below:

- |  |   |
|--|---|
| 1. <input checked="" type="checkbox"/> fee calculation sheet                             | 4. <input type="checkbox"/> statement explaining lack of signature  |
| 2. <input type="checkbox"/> separate signed power of attorney                            | 5. <input type="checkbox"/> nucleotide and or amino acid sequence listing in computer readable form                               |
| 3. <input type="checkbox"/> copy of general power of attorney; reference number, if any: | 6. <input checked="" type="checkbox"/> other ( <i>specify</i> ): Express Mail Cert. (1 pg); Check No. 11657 (\$643.00) & Postcard |

**Box No. VII SIGNATURE OF APPLICANT, AGENT OR COMMON REPRESENTATIVE**

Next to each signature, indicate the name of the person signing and the capacity in which the person signs (if such capacity is not obvious from reading the demand).

  
WILLIAM C. BOLING  
ATTORNEY FOR APPLICANT

**For International Preliminary Examining Authority use only**

1. Date of actual receipt of DEMAND:

2. Adjusted date of receipt of demand due to CORRECTIONS under Rule 60.1(b):

3. ☐ The date of receipt of the demand is AFTER the expiration of 19 months from the priority date and item 4 or 5, below, does not apply.

☐ The applicant has been informed accordingly.

4. ☐ The date of receipt of the demand is WITHIN the period of 19 months from the priority date as extended by virtue of Rule 80.5.

5. ☐ Although the date of receipt of the demand is after the expiration of 19 months from the priority date, the delay in arrival is EXCUSED pursuant to Rule 82.

**For International Bureau use only**

Demand received from IPEA on: